State of Washington
Decision Package

Agency: **310**   **Department of Corrections**
Decision Package Code/Title: **0F – Community Corrections Field Communications**

Budget Period: **2005-07**

Budget Level: **M2 – Inflation and Other Rate Changes**

Recommendation Summary Text:
The Department requests funds to acquire and install file and print servers with tape back-up systems for data storage, recovery, and security in various field offices. Additionally, the Department request funds for equipment upgrades and replacement of outdated telephone systems in 56 community corrections field offices.

Agency Total

Fiscal Detail	FY 2006	FY 2007	Total
Operating Expenditures			
001-1 - General Fund - Basic Account-State	$845,000	$14,000	$859,000

Staffing	FY 2006	FY 2007	Annual Average
FTEs	N/A	N/A	N/A

Program 300-Community Corrections

Fiscal Detail	FY 2006	FY 2007	Total
Operating Expenditures			
001-1 - General Fund - Basic Account-State	$845,000	$14,000	$859,000

Staffing	FY 2006	FY 2007	Annual Average
FTEs	N/A	N/A	N/A

Package Description

This decision package will enable the Department to purchase file and print servers, each with back-up systems for field offices that are connected to the Department-wide area network via a router and have at least two staff assigned to them. This does not include field offices with existing servers. The package calls for 74 "Small Office" (2 to 70 users) and 5 "Large Office" (71 to 140 users) server solutions. This decision package also funds the upgrade and/or replacement of old telephone systems and upgrade to the latest software for telephone and voicemail systems.

Telephone System
Telephone communications continue to be an operational necessity for the Department. Traditional telephone service is reliable, convenient, cost effective, and a community standard. It allows community corrections officers (CCOs) to receive phone calls from released offenders under supervision and be in contact with supervised offenders, and it is essential for conducting the day-to-day operations of field

offices. Many of the telephone systems in the field are between 10 and 15 years old and at risk of failure. The manufacturer no longer supports the majority of these systems and replacement parts are no longer available. The Department has been able to fix these systems by purchasing refurbished parts, but the acquisition of refurbished parts is increasingly difficult. The number of trouble calls for these aging phone systems has tripled and failure is imminent if action is not taken to replace these systems.

File/Print Servers
Currently, staff in small and remote regional field offices have no effective method to manage, secure, and back-up file and print resources. This results in increased risk to data, a need for additional information technology (IT) support to restore data when systems fail and costly overtime hours for staff to re-create lost data.

Existing resources require regional staff to use local data storage (the hard drives located on individual workstations). Storing said data in this manner eliminates the possibility for the recovery of data (back-up) should a disaster, natural or otherwise, take place. Storing information and data on local hard drives compromises sensitive offender and victim information and increases the risk that information can be inappropriately disclosed, lost, stolen, or erroneously changed. In addition, existing resources do not allow staff to improve work process by appropriately sharing data and information within workgroups. Current industry standards assume a one to two percent failure rate for hard drives installed in local personal computers or workstations. In the event that the local hard drive fails, any unique data and information will be lost. The loss of data on a single workstation will translate to a significant loss of production hours for IT and field staff, as well as causing unnecessary downtime for the Department and community.

In addition to the added data security that servers provide, they will enable IT to better provide a more feasible method for Disaster Recovery in cases of emergency. Office file servers will also allow the Department to centrally manage file and print services, thereby lowering the total cost of ownership. The proposed file and print servers also enable the sharing of information and data between staff by providing them with a "common area" in which files can be copied/stored, thus eliminating inefficient methods for exchanging files. Anecdotal reports in areas where similar server additions have been made indicate that process times are decreased, staff productivity has increased, and staff are less reliant on paper. Also, caseloads are being managed more efficiently by allowing supervisors the ability to review caseloads without needing to have staff provide them with hard copies.

How contributes to strategic plan:
This request is critical to agency activities, the strategic plan, and statewide results. The request ensures that the Department has the necessary resources to maintain current levels of service and performance.

This request is required to sustain the agency activity *Supervise High-Risk Adult Offenders in the Community*, *Supervise Moderate-Risk Adult Offenders in the Community*, and *Supervise Low-Risk Adult Offenders in the Community*. The resources identified will be directed to support the agency objective increase IT infrastructure capacity connectivity so that the Department's data is assured by a robust data and information infrastructure. This objective and strategy moves the Department closer to meeting its high-level organizational goal to enhance organizational capacity and competency. This high-level goal is an intermediate outcome and helps achieve statewide results that improve the safety of people and property.

Performance Measure Detail
No measures were submitted for this package.

Reason for change:
The Department is dependent on accurate and accessible data in order to meet statutory mandates and provide the level of service expected by the public. Existing resources require regional staff to store information and data on hard drives located on individual workstations, which have a much lower ability to adequately secure these files as compared to an actual server. Storing information and data on local hard drives compromises sensitive offender and victim information and increases the risk that information can be inappropriately disclosed, lost, stolen, or erroneously changed. The type of information and data staff rely on to manage their daily work includes mapping software used to track offender movement, previous court records, detailed letters to offenders, facility plans, incoming offender information, electronic records of bills paid, offender property lists, orders of Arrest and Detention, offender photos, screening materials, and daily productivity tools for staff and offender management. This request will also enable the Department to meet existing communication needs, substantially reduce the risk of mission critical equipment failures, and maintain current staff productivity. Communities and the Department are placed at greater risk in the event that the Department is unable to retrieve or restore critical information.

Impact on clients and services:
File/Print Servers
In the event that systems fail in field offices, the Department will be better prepared to restore services in a more timely fashion. The loss of data could result in being out of compliance with American Correctional Association standards and Department policy. Staff productivity will increase as the recovery times decrease. Offenders and victims will have greater assurance that sensitive information cannot be inappropriately disclosed, lost, stolen, or erroneously changed.

Telephone System
If the systems are not upgraded, the Department will soon experience long-term telephone failures at many locations throughout the state. A failure of this type would put communities at greater risk and create less effective and efficient operations.

Impact on other state programs:
Many state and local law enforcement agencies rely on consistent and timely telephone communication from the Department about offenders in their community. The Department receives critical information from other state and local stakeholders regarding offenders in the community via telephone communications. Without this information sharing, the Department would miss vital information required to manage offenders in the community.

Relationship to capital budget:
N/A

Required changes to existing RCW, WAC, contract, or plan:
N/A

Alternatives explored by agency:
File/Print Servers
The Department has assessed the possibility of utilizing existing IT infrastructure and equipment to provide the proposed service. However, the current wide area network (WAN) infrastructure does not adequately support remote sites connecting to central servers for data storage and recovery due to the limited amount of bandwidth that would be required to perform these tasks.

Telephone System
Upgrading the current systems was explored and determined to be ineffective since new equipment is not compatible with the current system.

Budget impacts in future biennia:
File/Print Servers
The Department assumes that the equipment purchased will operate on a five-year replacement cycle. Costs associated with replacing equipment to maintain anticipated service levels will be included in future budget proposals. The life-cycle assumption is consistent with the Department's experience with servers in major facilities and at headquarters.

Telephone System
N/A

Distinction between one-time and ongoing costs:
File/Print Servers
The Department assumes that there is no phase-in for the deployment of the hardware. Thus, the one-time costs occur every other biennium, consistent with a five-year replacement cycle. Annual maintenance and service agreements for software and hardware are assumed to be an ongoing cost ($14,000 per year).

Telephone System
This is anticipated to be a one-time purchase.

Effects of non-funding:
File/Print Servers
Not funding this request places sensitive data at an unnecessary risk. In addition, an ineffective back-up system creates a significant time loss for IT and community corrections staff in order to restore data. There is also a continued risk that sensitive data could be stolen or inadvertently disclosed. Not funding will also continue to drive workload for IT staff associated with managing print services for field (regional) sites.

Telephone System
Not funding this decision package puts public safety at risk and organizational operations will become less efficient and effective. Current telephone systems are at risk for failure and are no longer supported by the manufacturer. Without replacement, current phone systems will eventually fail and leave community corrections field offices without telephone communication.

Expenditure Calculations and Assumptions:
The package calls for 74 "Small Office" (2 to 70 users) and 5 "Large Office" (71 to 140 users) server solutions and ongoing software maintenance costs. Funding will upgrade and replace 56 telephone systems in the Department's field offices.

Object Detail	FY 2006	FY 2007	Total
E Goods and Services	$0	$14,000	$14,000
J Capital Outlays	$845,000	$0	$845,000
Total Objects	**$845,000**	**$14,000**	**$859,000**